

**APPENDIX C
Maine LSTA Evaluation – Web Survey Report**

Rating of how well services address the needs of Maine libraries and residents – OTHER

NOTE: Numbers that follow text indicate the rating that respondents gave the service they identified. A 1 represents “Very Poorly” while a 5 represents “Very Well.”

Absence of state Youth Services Consultant	1
Delivery system	3
Encouraging innovation and service excellence at local level	1
Encouraging innovation and service excellence at local level	1
General Source of Professional Information	5
Helping a new public librarian get acclimated	5
ILL	5
Interlibrary loan	5
Interlibrary loan of non-book materials	2
Maine State Library	4
More databases please	
State Library and InfoNet staff (individually & collectively)	5
State Library Leadership on library-related issues	3
Tech circuit riders Susanne and Ben	5
Technology training and support for small libraries before changes are made	1
Van Delivery Service	4

Service offered by the Maine State Library that is most important to my library
(To shorten the length of this appendix the identical responses below have been combined. This is indicated in parentheses with the number who gave this response.)

Access to online databases
 Annual workshops
 Area Reference and Resource Center Libraries (2 gave this response)
 Blind and physically handicapped (2 gave this response)
 Books by mail (5 gave this response)
 Catalog card printing service
 Circuit Rider program
 Construction Grants
 Distributing info about resources, programs, opportunities, etc.
 District Consultants (8 gave this response)
 Interlibrary Loan (15 gave this response)
 Internet Access
 Job Information
 Large Print Collection & Summer Reading Program
 Large Print collections (8 gave this response)
 Maine Info Net (4 gave this response)

Maine Infonet Minerva and Marvel
 Maine Library Network
 Maine Regional Library System
 Maine School and Library Network (13 gave this response)
 Maine School and Library Network (Internet Access)
 MaineCat
MARVEL (31 gave this response)
 MARVEL - Research databases
 MARVEL & SCOOP
 MINERVA (15 gave this response)
 MSLN (17 gave this response)
 SCOOP discount program
 SMLD services
 Summer Reading Program (7 gave this response)
 Summer reading program for juvenile readers (3 gave this response)
 Tech circuit riders for tech support
 Tech support

Service offered by the Maine State Library that is SECOND most important to my library

Area Reference and Resource Centers (3 gave this response)
 ARRC Libraries (especially Bangor)
 Books By Mail (3 gave this response)
 Books by mail--the three towns served by our high school have no libraries
 Collections on loan
 Computer training/ database training
 Continuing education
 Development consultants
 District consultants (6 gave this response)
 Free internet
 HANDICAPPED
 Info/guidance from Benita Davis at Bangor library
 Interlibrary Loan (11 gave this response)
 Interlibrary Loans and Large Print
 Large print books (6 gave this response)
 Large print collections for loan to public libraries (9 gave this response)
 Library for the Blind and Physically Handicapped (6 gave this response)
 Maine Infonet (9 gave this response)
 Mainecat (3 gave this response)
MARVEL (25 gave this response)
 MINERVA (8 gave this response)
 MSLN (10 gave this response)
 Outreach Program
 Professional Development and Networking
 Professional literature collection
 Professional Resources
 Reference Support
 Regional centers

Regional Library
Regional Library System (3 gave this response)
Resource libraries
School Library Media Consultant (2 gave this response)
Southern Maine Library District (2 gave this response)
Statewide toll-free 800 line for patron use
Summer Reading Program (12 gave this response)
Technical Assistance
Technology training and grants
The website-- an invaluable resource
Toll-free #
UNET Help desk

The top priority for the next five-year LSTA Plan should be:

Access to delivery service for small libraries
Addition of a state Youth Services Consultant
Address space problems in the Cultural building
Affordable resource sharing for remote areas. The van service, even on a once-a-week basis, is out of our reach, and some libraries are not lending to groups not on the delivery service.
Affordable van delivery (3 gave this response)
Affordable Van Delivery Service for Small Libraries
Broadening MARVEL! - recommend you include Reference USA and Heritage Quest
Broadening the scope of Maine InfoNet to embrace all libraries in Maine
Cheaper van delivery
Clarify and simplify info about new computers, hardware and software for small libraries with almost nonexistent budgets
Communication -- electronic or otherwise
Consolidating or Pooling Resources So that more is made of what we have already.
Connectivity (2 gave this response)
Connecting all libraries to SOLAR
Continue MARVEL,
Continue to make MSLN and MARVEL databases available also making downloadable audio books available to Maine residents-not necessarily top. (2 gave this response)
Continuing access to databases for all Maine citizens from any computer - home or library
Continuing education programs (3 gave this response)
Continuing to add resources to MARVEL
Continuing to expand electronic resources and knowledge base
Delivery service for all libraries providing with state funding.
Distributing services and professional opportunities equally throughout the state
Electronic access, meaning more computers
Equalized borrowing and lending among all Maine library systems. Subsidized van delivery.
Expanding MARVEL resource collection (2 gave this response)
Expanding staff and advocating for more funding
Financial or free services support for small libraries (or all libraries in need)
Finding a way to correct problems in Minerva in a more timely way. It may be lack of staff or some other reason, but the wait time is too long for "corrects."
Focusing on the needs of an aging population & rural library services.

Fostering further regionalization to make cooperation more geographically comfortable for libraries. Statewide partnerships are important, but regional ones are more likely to be successful and useful.

Free incorporation of small (read no funding) libraries

Funding the van delivery service

Getting more resources available to extremely rural areas

Good access to library materials across the state

Help for libraries in area of technology

Help to provide small public libraries with discounted phone rates which don't involve the extreme complications e-rate entails.

Helping libraries reasonably obtain technology and teaching how to use it!

ILL (3 gave this response)

Improve ease of use of Maine Info Net/Minerva

Improved training as new initiatives are introduced such at Minerva (2 gave this response)

Improving access to Maine Infonet/designing one portal to all information services

Improving the infrastructure to support heavier use of internet

Increase the MARVEL offerings and train all librarians to use MARVEL

Increasing MARVEL resources

Keep/expand Marvel

Keeping Minerva affordable - especially for the small public library

Keeping public libraries updated with technology

Keeping up with technological advances and making them accessible to all patrons

Keeping up with technology, providing online fee-based (MARVEL) resources for Maine residents, and educating librarians and the public about them.

Maintaining and continuing support of MARVEL

Maine School and Library Network (3 gave this response)

Maine State Library resources

Maintaining and expanding Marvel databases

Maintaining and improving free state-wide online resources through Marvel.

Making MINERVA more affordable

Making Minerva, ILL, delivery services, connected services, etc., affordable for small libraries.

MARVEL (3 gave this response)

MARVEL database and outreach services to the elderly and physically handicapped

MARVEL databases – expand offerings

MARVEL! Enhancements

Minerva

Minerva and MSLN

Minerva should be self supporting.

Minerva, it opens so many resources to patrons

More outreach to local libraries.

More training on Minerva. This is a powerful program that could be working harder for us.

MSLN (5 gave this response)

New construction or renovation grants

Not sure (2 gave this response)

Online resources

Outreach to towns without public libraries; ongoing in-service for librarians/media specialists

Partnerships at the Local Level and Support for small rural libraries

Patron access to any library - a state or county library card

Plan should be flexible and adaptable to constantly changing technology

Professional Development and sharing of resources

Promoting library services to Maine people and advocating for library staff
 Promoting lifelong learning and the role of libraries in the creative economy
 Promoting Maine libraries so that they are funded as the vital service they are to Mainers.
 Public relations campaign to raise awareness of the value of the local public library
 Regional programs and support
 Reorganizing the ARRCs perhaps making regional service centers instead
 Resource sharing
 Resource Sharing & Cooperative Collection Development
 Resource sharing coupled with statewide delivery service
 Resource sharing: build print and electronic collections to give patrons what they want in a timely manner
 Shared system for all libraries
 Sharing resources
 Statewide patron card and or online catalog of all libraries
 Stop favoring MINERVA libraries
 Streamlining requirements for MSLN membership for libraries with limited staff
 Support of the delivery service
 Technology (3 gave this response)
 Technology training (3 gave this response)
 Technology/connectivity/computers
 Technology/information access for all
 To ensure there are no cutbacks to services
 Updating collection and increasing staffing at MSL
 Van Service for everyone
 Video conferencing for support to outreaching libraries
 Web-based information and professional development

Duties of survey respondents - OTHER

Access Services/Interlibrary Loan
 All of the above (2 gave this response)
 ...and Reference Librarian
 Assistant
 Assistant Librarian as well as above
 Cataloguer, technology coordinator, desk services, etc.
 Circulation Librarian
 Deputy Director/Technical Services Librarian
 Educational Technician in charge
 I AM IN CHARGE OF OREDING BOOK, OFFICE SUPPLIES, AND NEARLY ALL DECISION AS FAR AS DAY BY DAY RUNNING OF THE LIBRARY.
 I run a 1 person library so most of the above qualifies
 I'm the assistant director: reference, technology, cataloging are all hats I wear
 I'm the entire staff-I do everything.
 Library assistant
 Library Assistant/Technician
 Most of the above-Director; Cataloging; Acquisitions; Reference; Technology
 Reference/Catalog/Technology Coordinator
 School District Administration (4 schools)

Additional comments – Any topic

Combining the school libraries and the public/special libraries sometimes seems to be unrealistic for the needs of either.

Coming from Washington State, I am very impressed with what is offered to and through Maine public libraries because of cooperative efforts made possible by MSL. I don't yet have experience with all of the programs in order to comment on them.

Communicating the programs and services available is a priority. I feel it is most important to keep library personnel informed and trained to use the programs and services so that they can pass along the skills and knowledge to patrons. That is why I feel professional development is so important. I fear that we under-utilize the wonderful resources available to us from lack of knowledge, understanding and timely support.

Federal/State financial support of one automated catalogue/circulation system so all libraries can participate is critical to effective access to and use of library collections throughout the state.

Good Luck with your Survey.

I appreciate the depth, breadth and accessibility of the content on the MSL web site, but I have a really hard time finding what I need on it. It might be a good idea for Ellen to host focus groups or usability tests with librarians to find out what we really use and how we get there. I also have some concerns about Books by Mail's participation in Minerva -- it is unclear whether they are contributing as much as they are getting from the consortium. We seem to lend them a lot of material but rarely get much from them, particularly new titles. That could just be a matter of perception but the situation could bear some scrutiny for the sake of clarity.

I believe that the State should be in the business of providing the networks and systems to make connectivity and resource sharing possible (both funds and staff) but the local institutions should be left to develop their own cooperative agreements to share their resources and to provide for the quality and scope of their collections, databases and training using cooperative funding, staffing and budgeting. Consortia like MINERVA should be self-sustaining beyond state provision of the networking and shared management (hardware & Software) infrastructure.

I do not understand why the question about Minerva being self-supporting was included.

I love MARVEL--I use it and "push it" frequently. I also think we have done amazingly with ILL over the past few years--as a Minerva library, I am thrilled to be able to provide our patrons with the materials we can in a timely fashion, thanks to cooperation amongst the libraries in the state of Maine! Van delivery service makes this possible.

If I had been able to attend one of the focus group sessions, I would have expressed frustration that little is shared by the State Library related to how its programs are funded. It would have been a challenge to participate in a focus group without this knowledge. With the technology available, including email, listservs and websites, there is no reason for the lack of communication. Some states make LSTA funding available to other libraries within their state. If Maine feels that the funds should be spent on cooperative projects or to staff the state library, please share that logic with all of the taxpayers in the state - some of whom are also managing libraries at the local level.

I searched for the current LSTA plan on our MSL website. I did not find it - not even a link. I did find it on the IMLS site and learned that one of public awareness activities was to make the plan "available for public inspection" on the MSL website. I expected to see the plan and the budget associated with the awarded funds. I found instances of evaluations being listed after the fact but not the plan that is in place.

Please share what proportion of the state's services are funded by a)LSTA or other federal sources, b)state funds - identifying various technology funds, University and operating budgets, and c) private grants - Gates, etc.

I loved the concept of the road shows several years ago. I would like to feel my views matter in years other than those when the LSTA funding is up for renewal.

If we are supposed to compete in the 21st century this program is essential. In 2003, I attended a PLA/ALSC seminar on their joint program to revolutionize the delivery of emergent literacy programs in public libraries. I, representing one independent public library, was the only librarian from Maine in the room. My jurisdiction ends at the city line. It is a scandal that there was no representative from the MSL there to learn about the PLA/ALSC initiative and then to return home to coordinate its implementation around the state.

There are "children's librarians" in Maine who do not know how to do a story time. At an SMLD sharing session recently, the common lament was that they couldn't get children to sit still to listen to stories, so more and more of their energies went to crafts. Reading aloud to children in a way that delights and transfixes is a skill that can be taught, but there is no one teaching it. If a library cannot provide a story time that revolves around stories to its constituency, what does that mean about the library's ability to foster a lifelong habit of literacy?

The state BADLY needs a Youth Services consultant to provide continuing education for children's and young adult librarians--professional, paraprofessional, or volunteer--to coordinate statewide youth literacy initiatives, and to provide that expertise needed to lift youth services into the 21st century.

Technology support is fine and good, but if we're neglecting the literacy role of the library in children's lives, we're not being libraries, we're being computer centers. Maine State Library does a great job with the resources available but like most libraries is understaffed and financially under-supported. I am concerned that we are already stressing our infrastructure too much at a time when we need to be expanding services! MARVEL, MINERVA and MSLN have made my library an integral part of the statewide system. We (the staff and some of our patrons) dreamt of having a iii online catalog and it seemed it would always be just a dream. The state programs, thanks in large part to LSTA funding, have brought the dream to reality. Yes, there are things still to be achieved: a seamless portal, federated searching and broader membership in the system, to name a few. But the LSTA funding has been put to great use and has been vital to Maine libraries and their patrons. NMLD needs more programs and trainings in our part of the state. Circuit riders need to be out in the field more, visit all libraries to learn about us and our tech needs so when we have problems our systems are familiar to them. Also provide continuing education to library staff as they visit. State wide tech plans and e-rate support. Where does my library need to be headed "tech-wise."

Small libraries need all the help they can get both monetarily and technologically. We need both monetary and personnel support from the State Library, ARRCs, and Regional Consultants for programming, ILL, Van Delivery etc. I know that we receive many of these but want to emphasize how important it is to continue to fund what we already have and also look at how we can be helped further to deliver the necessary services today to our patrons. Thanks for your time and concern.

Smaller & rural public libraries are NOT providing services equal to those of the larger public libraries. Budget constraints mean fewer Large Type & recorded books. Requests for these items take time, which mean a patron with limited access must wait for some time to get materials. Many times the requests cannot be filled at all. This should be a major priority in upcoming years, especially with an aging population in the State! The District Consultants are great!

Thanks for your support and help through the years.

The budget for books is almost nonexistent because funds from the town and from a very small endowment do not even cover utilities and maintenance. A half dozen volunteers try to raise money in a small town in Washington County. We rely on the kindness of strangers. Are there any LSTA programs that provide ways/funds to update the collection, especially nonfiction and reference?

The LSTA program gives the patrons of our library easy access to resources that this library would be unable to provide on our own. It helps me as the librarian by answering questions or assisting with problems that I have. And it offers valuable workshops that improve my abilities to serve our library users.

The Maine State Library provides excellent service and programs to the people and libraries of the state. It provides excellent leadership in developing new services and programs. It is essential to the state, and is to be commended for all it does.

The Maine State Library serves the residents of Maine very well! The services provided by the State Library help to level the playing field for many libraries in Maine who would otherwise not be able to afford the services offered. The staff are excellent and the technology and services offered by the State library are second to none! Maine residents are very fortunate to have such wonderful offerings by the State Library.

The Maine State Library serves the residents of Maine very well! The services provided by the State Library help to level the playing field for many libraries in Maine who would otherwise not be able to afford the services offered. The staff are excellent and the technology and services offered by the State library are second to none! Maine residents are very fortunate to have such wonderful offerings by the State Library.

The Northern district needs to have the same type of consulting services as the southern part of the state. I realize it is a bigger district and perhaps harder for the consultant to get to, but I read what other districts are doing on MELIBS and wonder why we are being short changed in our district. I keep hearing about "cluster groups" what is that and why isn't there something going on within a 50 mile radius of Bangor? Maybe the county could do something like that so that there could still be meetings on a "regular" basis and we could build more collaborative relationship. Thank you for your time.

We are a very small one room library in a very small town so unfortunately most of your questions do not apply. One paid Librarian (myself) has a wonderful helper who ran a very successful summer reading program and has carried it over into the winter months with a much smaller group. We are always thinking of ways to increase our patrons.